

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST U.S. Embassy Ashgabat	2. AGENCY STATE	3a. POSITION NO. A55801
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

X a. Reclassification of duties: This position replaces

Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

X c. Other (explain) To confirm accuracy before the advertisement of vacant position.

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority
Management Officer

Telephone Operator/Receptionist, FSN – 605

4

GLA

02/27/04

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)

7. NAME OF EMPLOYEE

8. OFFICE/SECTION

Management Office

a. First Subdivision

Information Program Office

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

None

Typed Name and Signature of Employee Date(mm-dd-yy)

Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor Date(mm-dd-yy) 04/02/2010

Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) 04/02/2010

13. BASIC FUNCTION OF POSITION

See Attached.

14. MAJOR DUTIES AND RESPONSIBILITIES

See Attached.

% OF TIME

13. BASIC FUNCTION OF POSITION:

Serve as Embassy's primary telephone switchboard operator and provide receptionist services for the Embassy.

14. MAJOR DUTIES AND RESPONSIBILITIES:

- 75% Operate all telephone switchboard console functions. Place and receive the full range of telephone calls with local and long-distance commercial phone lines, as well as U.S. Government and government-leased lines. Must answer all calls in a courteous and professional manner and, if requested by callers or Embassy staff, coordinate complex call functions such as transfers and conference calls. Accept and forward messages for the Executive section and section heads, direct callers on how to use voice mail for all others. Send official faxes and provide printed fax transmission confirmation reports to the sending offices/sections. Distribute received faxes to the Embassy personnel or section identified on the fax. Maintain a log of all incoming and outgoing faxes and actions taken relating to these faxes. Perform basic clerical functions to include filing and maintaining and coordinating section supplies with the procurement section. Serve as an interpreter on non-technical calls as required and any other duties as assigned by supervisor.
- 10% Provide general information and assist callers in identifying, locating, and contacting the appropriate Embassy personnel or section using directories, organizational listings, and information provided by the caller.
- 5% Monitor the eServices system and allocate tasks to the correct IM staff on an ongoing basis. Assist customers with scanning, file transfers, copying of files to CD and laminating.
- 5% Check the Embassy phone circuits daily for proper functionality and report all malfunctioning and non-operating equipment to the IPC.
- 5% Maintain Embassy phone directories, telephone service files, Embassy and host government contact information by updating it weekly with current information and also saved to the IPC network shared folder on the "S" drive. Distribute printed copies of these lists to each Embassy section on a monthly basis or as needed via email.

15. REQUIRED QUALIFICATIONS:

Education: Completion of secondary school

Prior Work Experience: 1.5 years of telephone operator or receptionist experience or other similar professional experience.

Post entry training: OTJ

Language Proficiency: Good working knowledge (Level III) English, Russian and Turkmen.

Knowledge: Should be familiar with all aspects of current telephone craft, telephone operator console, and fax machine equipment. A good knowledge of computers is necessary.

Skills and abilities:

Must be able to work neatly, keep accurate records, operate console type telephone switchboard, work under pressure, be tactful and present a professional demeanor in all circumstances. Typing and word processing abilities are necessary along with Microsoft office familiarity.

16. POSITION ELEMENTS

Supervision Received: Under the direct supervision of the Information Management Officer and Information Management Specialist.

Available Guidelines: 5 FAM, office guidelines and oral instructions.

Exercise of Judgment: Must exercise good judgment and considerable initiative.

Authority to Make Commitments: None

Nature, Level and Purpose of Contacts: Daily contact with public and all Embassy staff during normal function of position requirements.

Supervision Exercised: None

Time Required to Perform Full Range of Duties: Six months.